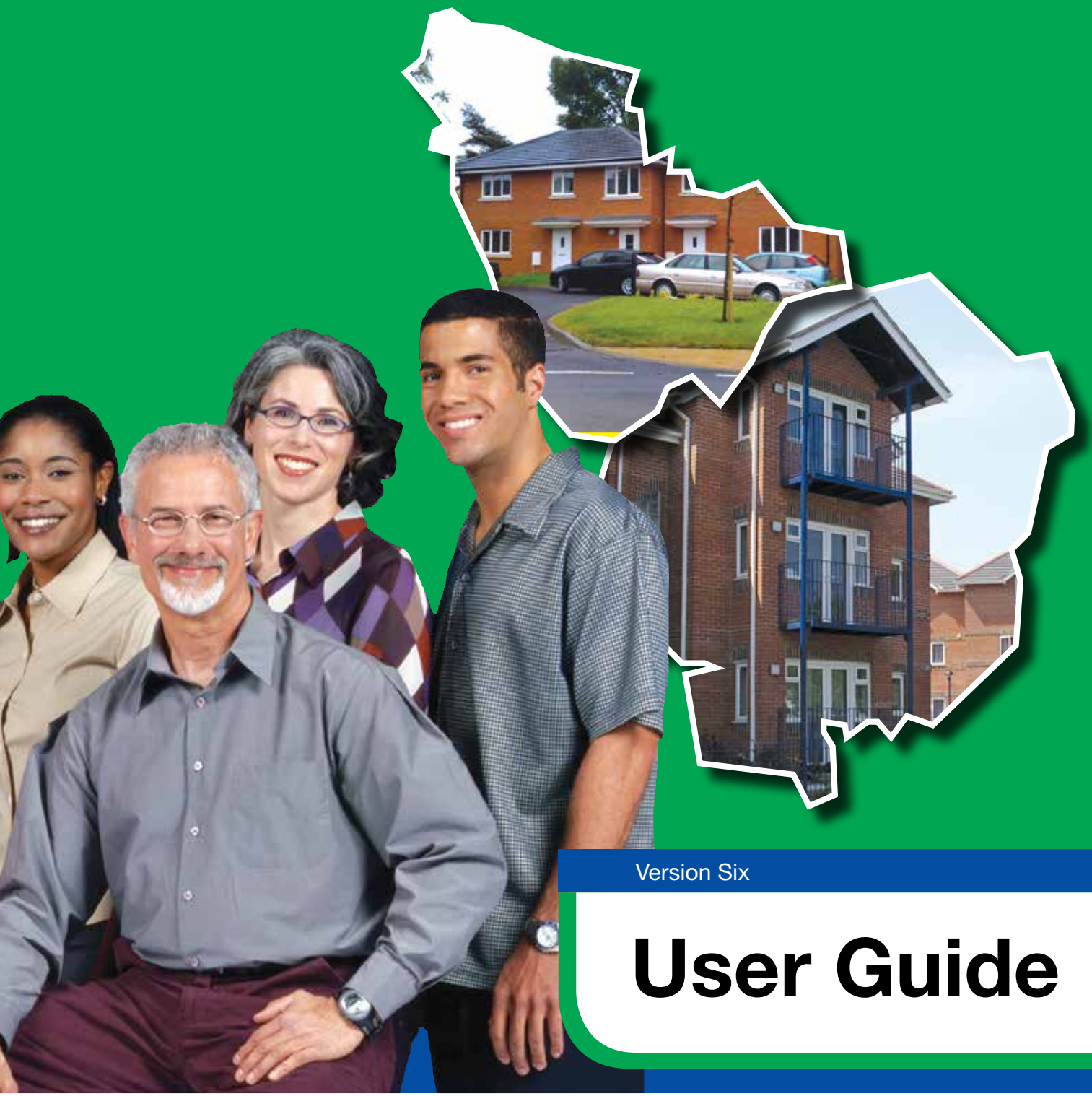
SEARCH MOVES

www.searchmoves.org.uk

September 2014



Version Six

User Guide

a2dominion

Elmbridge Borough Council ... bridging the communities ...

paragon Community Housing Group Limited

SPELTHORNE BOROUGH COUNCIL

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WELCOME TO SEARCH MOVES

Scheme User Guide

SEARCH MOVES is a sub regional choice based lettings partnership between Spelthorne Borough Council, Elmbridge Borough Council, Paragon Community Housing Group and A2Dominion. It has been created to enable people to express choice in where they want to live, including the ability to move within each partner's area.

SEARCH MOVES gives you choice about the type of property and the area you want to live in. You will be able to see adverts of the properties which are available to rent, which you can express an interest in by way of 'bidding'. This will be explained in full later on in this user guide. SEARCH MOVES is working in partnership with LOCATA, an organisation which specialises in choice based lettings. This scheme can be used for existing Housing Association tenants. Applicants who are tenants of the partner Housing Associations are known as TRANSFERS. The scheme can also be used by households who are tenants of other Housing Associations, who are living with family, have a private rented tenancy or other forms of occupation and are on the Housing Register of one of the partner's of SEARCH MOVES. These applicants are known as HOMESEEKERS.

HOMESEEKERS and TRANSFERS will need to look at the adverts of properties that are available for rent. These will be advertised on the SEARCH MOVES Website or through a 'Freesheet'. You need to look at these adverts fortnightly and decide whether you are interested in a property and whether you fit the criteria for the property. Picture icons provide an easy guide which you can use to bid. The icons cover things like bed size, property type (such as house, flat, maisonette, bungalow), or whether the property is suitable for people with mobility problems (picture icons are explained later in this guide). You will need to bid for a property if you want to be considered for it and how you do this will also be explained later in this guide You should not waste bids by bidding on properties that will not be suitable for you.

Once you are registered on one of the SEARCH MOVES partners' Housing Register your application will be assessed into one of four bands, A to D, with Band A being the highest priority. Within each band there is a priority order. For Bands A and B priority is based on the date the application was given this award. For Bands C and D priority is based on the registration date of the application. The applicant with the highest banding and priority within this banding will normally be invited to view the property and may view with other shortlisted applicants. On the website and in each 'freesheet' you will be able to see how homes advertised previously were let, the level of priority the successful bidder had.

Choice Based Lettings does not create any more properties but simply offers a choice to applicants and gives a realistic picture of availability.

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Publisher Locata (Housing Services) Ltd

LHS Moving on...

Information in other formats

We are committed to helping everybody access SEARCH MOVES. If you have any specific needs please contact your local Housing Office directly to discuss them. Please see our contact details on page 4. The Housing team that is looking after your application can give you one-to-one help if you need it or provide the information in this guide in the following formats:

- In large print
- Audio format
- In Braille

Language translation or Interpreter

For a free translation or interpreter services to help you understand this guide, please contact your local Housing Office.

Gujurati

કાઉન્સીલ અથવા હાઉસીંગ એસોસીએશનનું ખાલી મકાન ભાડે લેવા કેવી રીતે અરજી કરવી, જાહેરાત જોવી અને રસ દર્શાવવો તે આ ગાઇડ દર્શાવે છે. મુક્ત અનુવાદ કે તરજુમા માટે આ બોક્સમાં ☐ ક્લીક કરો અને આ ગાઇડને પાના ૪ ઉપર દર્શાવેલ અમારી કોઇપણ ઓફીસમાં લઈ જાવ.

Hindi

इस गाइड में यह बताया गया है किसी खाली कौंसिल या हाउसिंग एसोसिएसन हाउस में किराए का लिए आवदन कैसा करें, विज्ञापन कैसा देखें तथा रूचि कैसा प्रकट करें। मुफ्त अनुवाद या भाषान्तरण का लिए, कृपया इस बॉक्स ☐ को टिक करें और इस गाइड को पृष्ठ 4 पर दर्शाए गए हमारा किसी भी कार्यालय में लाजाए।

Mandarin Chinese

本指南说明如何申请委员会或房屋协会可供出租的空房、索取相关广告以表达对租赁空房的兴趣。若要获取免费翻译，请勾先此方框 ☐，并将本指南递交到第 4 页所载的任何办事处。

Polish

W tym przewodniku wyjaśniono, jak przeglądać oferty i ubiegać się o wynajem domu od urzędu miasta lub towarzystwa budownictwa społecznego. Aby skorzystać z darmowego tłumaczenia, proszę zaznaczyć tę kratkę ☐, a następnie odnieść przewodnik do jednego z naszych biur wymienionych na stronie 4.

Portuguese

Este guia explica como se candidatar, ver anúncios e mostrar interesse numa habitação social, ou pertencente a uma associação de habitação, que esteja vaga para alugar. Para obter uma tradução ou um intérprete gratuitos, deve assinalar o quadrado ☐ e levar este guia a um dos escritórios listados na página 4.

Spanish

Esta guía explica cómo presentar una solicitud, ver anuncios y expresar su interés en alquilar una casa desocupada del ayuntamiento o de una asociación de la vivienda. Para una traducción o un servicio de interpretación gratuitos, marque esta casilla ☐ y visite una de nuestras oficinas que figuran en la página 4 llevando consigo esta guía 4.

Contact details and Customer service centres

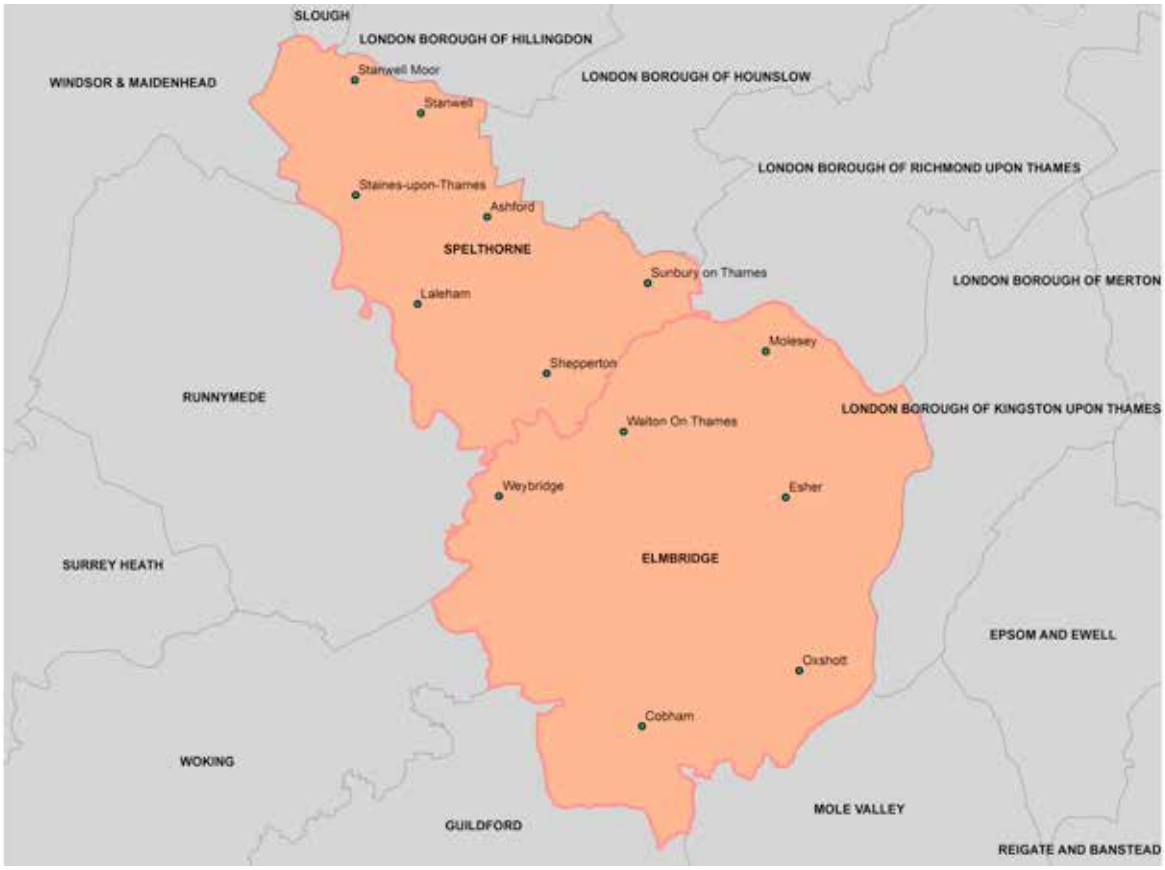
Lettings Department
A2 Dominion
Spelthorne House
Thames Street
Staines-upon-Thames
TW18 4TA
Tel: 020 8825 1744

Housing Options Team
Elmbridge Borough Council
Civic Centre
High Street Esher
Surrey KT10 9SD
Tel: 01372 474590

The Paragon Lettings Team
Case House
85-89 High Street
Walton on Thames
Surrey KT12 1DZ
Tel: 01932 235850

Housing Options Team
Spelthorne Borough Council
Council Offices
Knowle Green
Staines TW18 1XB
Tel: 01784 446 380
email:
housing.needs@spelthorne.gov.uk

Map of Partner Areas



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How the SEARCH MOVES scheme works

Using the website or the Freesheet listing, SEARCH MOVES allows you to browse available properties in the Search Moves area and bid on any you feel meet your requirements.

There are five steps you must follow in choosing your new home:

Step 1 – Membership

All applicants need to complete an online application form, except existing tenants of A2Dominion who will need to complete a paper application form which is available on their website or by contacting A2Dominion directly. If, based on the information you have provided, you are eligible to be on the Housing Register and are not disqualified or ineligible, you will receive a letter or email confirming you have been registered. You may need to provide additional information to support your application if it looks like you may be awarded a higher A or B band or if we have any queries on the information you have provided.

Step 2 – Registration

Once your Council or Housing Association has accepted you onto their register, you will be informed of your unique SEARCH MOVES reference number, which band (A, B, C or D) you have been placed in and your priority date. (See pages 7 to 8 for details of how the priority band and date system works). You must keep your Housing Team informed of any changes to your housing circumstances. This is very important as it could result in changing your band, or your eligibility for certain homes.

Step 3 – Choosing your Home

Available properties are advertised fortnightly on the SEARCH MOVES website at **www.searchmoves.org.uk** and also in a printed Freesheet. Copies of the Freesheets can be collected from Housing offices listed on Page 4 . Each fortnightly edition contains information about properties available for letting. You are entitled to bid for up to 3 properties in each edition as long as you are eligible for them. It is important for you to think if the property advertised meets your requirement and is suitable for you. This is important as if you are offered and refuse 2 or more properties within a year you could have your banding reduced to D and remain in Band D for a 12 month period. Once you have viewed the available properties on the website or on the Freesheet you will be able to bid for a property. Remember you are advised to place bids on properties that have your relevant icon ie H for Homeseeker or T for Transfer for tenants of Paragon or A2D. Also see page 10. - Which properties can I bid on?

You can bid in any 4 ways:

On the web Go to **www.searchmoves.org.uk** and logon with your reference number and date of birth.

By telephone Call **0845 676 2111** and follow the instructions. See page 13 for instructions.

By coupon You will have been sent blank coupons with your registration pack. Each bid coupon will have your name and reference number printed on them. This number is unique to you so no one else can use your coupon. See page 14 on how to complete your coupon and place a bid.

By text Text **07781 472726** See page 12 for step by step instructions on making your bids by text.

Available homes will be advertised from 9.30am on Tuesday until 12 noon on the following Monday. Your bids must reach us by 12 noon on the Monday.

Step 4 – Offer

Bids received for each property advertised are put in priority order to produce a shortlist of applicants for each property. If you are shortlisted, your SEARCH MOVES partner will carry out further eligibility checks called verification and you will normally be invited to view the property. If you refuse this property, the next person on the shortlist will be invited to view, if they have not already viewed it. Many landlords choose to invite more than one shortlisted member to view their properties at the same time.

The property is always offered first to the member with the highest priority who attends the viewing. If you receive an offer to view, and if you do NOT intend to turn up you must contact your SEARCH MOVES partner.

Remember that if your SEARCH MOVES partner is of the opinion that you have refused 2 or more properties for no good evidenced reason. Your application will be placed in band D for a 12 month period.

Please note properties may not always be ready to move into when they are advertised. The landlord will advise of the expected timescale.

If you are at the top of more than one shortlist, the SEARCH MOVES partner will decide which property to offer you and the other properties will be offered to other applicants. Any offer is subject to your application being verified (checked and approved) to confirm your circumstances. You are responsible for ensuring that all supporting documents are made available to the SEARCH MOVES partner which manages your application in order to verify your circumstances. If your application cannot be verified the offer will be made to another applicant.

Step 5 – Feedback

Once a property has been let, you will be able to see where you came in the shortlist by logging on and viewing the feedback section on the SEARCH MOVES website. In addition, all properties that have been let are listed on the “Feedback” page of the SEARCH MOVES freesheet. This feedback tells you how many people bid for each property, as well as the band and registration date of the successful bidder. This helps you to see how long the successful bidders have been waiting. If a person who was top of the shortlist refuses, the next person who was on the list may be invited to view some weeks after the closing date.

It is not possible to notify you individually when your bids have been unsuccessful.

Help & Assistance

If you have questions about how the scheme applies to you or about bidding for properties, there are fully trained housing staff available to support you in your Housing Team. Ways in which we can assist are listed later in this guidance.

Priority Bands

When you register for a TRANSFER from an existing SEARCH MOVES property or re- housing as a HOMESEEKER, your application will be assessed by your landlord or Council. You will be placed in one of the 4 priority bands described below.

If you disagree with your priority banding you can ask the Council or Housing Association which holds your registration to review your banding.

When bids are considered for advertised properties, priority will be given to bids from people in the highest priority bands first. If people from the same priority band bid for the same property, for band A or band B applicants, priority is given to applicants based on the date they moved into that band. Priority within bands C and D is based on registration date.

If your circumstances change your application will need to be re-assessed. This may result in your band award changing and the priority date may also change.

Below is a guide to the Priority bands. You should refer to the Common Allocations Policy for further details.

Emergency/Priority (Band A)

Applicants will fall into this banding where:

- An applicant is assessed as having an "emergency" medical or welfare need to move, including grounds relating to a disability, and this is seriously affected by their current housing
- An applicant's life would be in immediate danger if they continued to live in their current accommodation and this has been substantiated
- An applicant needs to move because their home is to be demolished or redeveloped within the next six months and, if the applicants are social housing tenants, the demolition and / or redevelopment of the site has been approved by the relevant Head of Housing (or equivalent)
- An applicant is a social housing tenant in the Search Moves area and is residing in an adapted property in the sub-region where the adaptations are no longer required.
- An applicant is occupying a property that is subject to a compulsory purchase order and there is a statutory duty upon one of the partner organisations to secure accommodation for them
- An applicant is assessed as statutorily overcrowded within the meaning of Part 10 of the Housing Act 1985 (but only where the applicant has not worsened their housing situation without good reason).
- An applicant has been nominated via the National Witness Mobility Service
- An applicant is a social housing tenant in the CBL area and is under occupying a high demand property (and the nature of the under occupation is not related to any special letting criteria for that unit or part of a wider lettings plans for that scheme / development) AND the applicant is moving to a lower demand / smaller property

Urgent Need to Move (Band B)

Applicants will fall into this banding where:

- An applicant is assessed as having an "urgent" medical or welfare need to move, including grounds relating to a disability, and this is seriously affected by their current housing
- An applicant needs to move because of harassment or threat of violence but this is not judged as serious as **Band A**
- An applicant has been accepted as homeless and the full duty to secure accommodation has been accepted by Spelthorne, Elmbridge but not discharged
- An applicant is overcrowded and requires two or more additional bedrooms
- An applicant is a social housing tenant in the CBL area and is under occupying a lower demand property and the nature of the under occupation is not related to any special letting criteria for that unit or part of a wider lettings plans for that scheme / development.
- An applicant's accommodation lacks basic facilities, i.e. kitchen, bathroom or toilet and this cannot be provided by the landlord / owner within a reasonable timescale
- An applicant's accommodation has been assessed under the Housing Health & Safety Rating System as not reasonably suitable for occupation and cannot be rectified by the owner / landlord at a reasonable cost or timescale
- An applicant is in supported housing and has been assessed as no longer requiring the support and has a local connection with Spelthorne or Elmbridge and is suitable for independent living and the accommodation is needed by other applicants
- An applicant is pregnant or has at least one dependent child and is living in accommodation where the facilities are shared with others and they are lacking at least one bedroom
- An applicant needs to move because their home is to be demolished or redeveloped within

...Continued Urgent Need to Move (Band B)

the next twelve months and, if the applicants are social housing tenants, the demolition and / or redevelopment of the site has been approved by the relevant Head of Housing (or equivalent)

- Care Leavers with Children's Services in Surrey who it has been agreed have a local connection with Spelthorne & Elmbridge during the time they were in Care and who are aged 18 to 21 years old and are in housing need and suitable for independent living
- An applicant is unintentionally threatened with homelessness and has a priority need (within the meaning of Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002) and this has been validated and acted upon by the Housing Options Team and there are no other prevention options available
- Armed Forces Urgent Need - this will be awarded to serving members of the regular Armed Forces (and their families):
  - Whose service is coming to an end within 12 months of their application or has come to an end within the preceding 12 months. AND,
  - They are losing / have recently lost their MoD accommodation. AND,
  - There is a specific need to move to the borough relating to employment or family issues. AND,
  - There are insufficient funds to pursue other options.

(NB. This priority will not be awarded in situations where service is being ended / has ended due to issues relating to misconduct).

- Similarly the same **Band B** Armed Forces priority will be awarded to recently bereaved spouses (or civil partners) of members of the regular Armed Forces:
  - Where the bereavement is within 12 months. AND,
  - They are losing / have recently lost their MoD accommodation. AND,
  - There is a specific need to move to the Borough. AND,
  - There are insufficient funds to pursue other options.

Identified Housing Need (Band C)

The following applicants will fall into this banding:

- An applicant is assessed as having an "identified" medical or welfare need to move, including grounds relating to a disability, and this is seriously affected by their current housing
- An applicant has been assessed as homeless but is not in priority need within the meaning of Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002
- An applicant has been assessed as intentionally homeless but is in priority need within the meaning of Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002 (and there has been no relevant change in their circumstances to warrant a reassessment)
- An applicant is overcrowded and requires one additional bedroom
- Singles who are over 35 and are without children, and who share facilities with others
- Couples, who are without children, and who share facilities with others
- An applicant has some other compelling need to live in either the borough of Spelthorne, Elmbridge which, if not met, will cause hardship
- **Band C** Armed Forces Priority - this will be awarded to serving members of the regular Armed Forces (and their families):
  - Whose service is coming to an end within 12 months or is due to come to an end within the preceding 12 months. AND,
  - They are losing their accommodation / have recently lost their MoD accommodation. AND,
  - There are insufficient funds to pursue other options.

(NB. This priority will not be awarded in situations where service is being / has ended due to issues relating to misconduct).

Similarly the same **Band C** Armed Forces priority will also be awarded to recently bereaved spouses (or civil partners) of members of the regular Armed Forces:

- Where the bereavement is within 12 months. AND,
- They are losing / have recently lost their MoD accommodation. AND,
- There are insufficient funds to pursue other options.

Low and No 'Deemed' Housing Need (Band D)

- An applicant does not fit into any of the categories in Band A, B, or C
- An applicant has deliberately worsened their housing circumstances within the last three years to get more priority on the housing register
- An applicant has given up accommodation within the last three years that was suitable for their needs and by doing so, has knowingly worsened their housing circumstances
- An applicant can afford to buy or part-buy a property in the private sector that is suitable for their needs
- Can afford to rent a privately rented property without recourse to means tested benefits
- An applicant has an asset that could be used to obtain accommodation suitable for their needs
- An applicant owned a property that was suitable for their current needs but transferred or sold the property within the last three years when it was reasonable for them to continue living there
- An applicant who has bid on and been offered two or more properties within a 12 month period and refused for no good and evidenced reason (this band will apply for a period of 12 months.)

Which Properties can I bid for?

When choosing a property to bid for, you need to consider a number of points

Is the property designated for Homeseekers/Transfers or both?

Your bid will not count if, for example, the property is advertised only for HOMESEEKERS and you are a TRANSFERRING tenant. The advert headings for A2Dominion and Paragon state preference will be given to their tenants. If a property is advertised with an H and T under the Paragon or A2D advert heading this means all tenants will be considered before a Homeseeker.

Is there an age restriction on the property?

Some properties have a minimum age requirement, for example, in some cases only people over 50 can apply. Age restrictions are shown by a picture icon on the advert. Do not waste your bid if you are younger than the age shown within the icon. If you are interested in Sheltered Housing, contact your Housing team to ask for information as different age restrictions may apply

Preference for Applicants with a Local Connection

We will use the information you give us on your application form to assess whether you have a local connection to the SEARCH MOVES region and which of the boroughs will be managing your application. The SEARCH MOVES region comprises of the boroughs of Elmbridge and Spelthorne.

When assessing a local connection we will take into account such factors as:

- Residence
- Family connection
- Work circumstances
- Other special circumstances Please refer to the Common Allocation Policy for more details.

Cross Partner Properties

All cross partner properties will be advertised with no local connection preference and will be available for all applicants to bid on. These are selected at random every bidding cycle.

What does the mobility icon mean?

This is intended to provide a guide to people who have various levels of mobility needs. This does not restrict anyone else from bidding for these properties but the advert will often say that priority will be given to members with mobility needs.

Pets:

If you have a pet you will need to check for the 'pet' icon on an advert to know if pets are acceptable.

Working Households

Some properties will be advertised with a W specifically for applicants who are workers. The definition of work is a permanent job in either the Borough of Elmbridge or Spelthorne of at least 18 hours a week and an existing contract of 12 months or more. Properties advertised with a W will be prioritised by band and priority date.

Circumstances where you may not be invited to view a property:

- You are in rent arrears that have resulted in eviction or court orders where debts are not being repaid.
- You have been involved in anti-social behaviour which has resulted in legal action and a decision has been taken to exclude you.

You can ask your Housing Team if any of these circumstances apply to you. You can also ask them to review their decision to exclude you from the scheme at any time.

Before you bid

Check the location of the property on a map to make sure it really is a place you would consider moving to. Much landlord time is wasted trying to contact bidders who don't attend viewings because they change their mind about a property's location. Remember if you have bid and refused 2 or more properties within a 12 month period for no good evidenced reason your application will be placed in Band D.

The Adverts

1 bed sheltered flat **Ref No: 315**

Churchfield House, Lushington Drive, Cobham

Landlord: Paragon Community Housing Group
Rent: £118.43 pw
Service Charge: £34.06 pw
Support Charge: £5.75 pw

H/T | 1 | 1-1 | G | AGE 55+ | | |

Shared garden, gas central heating. Very close to Cobham Town centre. Supermarket and Day centre over the road from the scheme. Good local Bus route and Health Centre close by. Sheltered Support officers visit daily and there is an emergency call system.

example

Accompanying photographs only show typical properties in the advertised block or street. Please do not contact any occupants in these buildings.

Key to advert symbols

H — Available for homeseekers only

T — Available for transferring tenants only

H/T — Available for homeseekers and transferring tenants

W — Working Households

This shows the property has a lift

This shows the property has no lift

Mobility Group 1 – Suitable for wheelchair user indoors and outdoors (defined by symbol and white bar)

Mobility Group 2 – Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day (defined by symbol and white bar)

Mobility Group 3 – Suitable for people only able to manage 1 or 2 steps or stairs (defined by symbol and white bar)

Property designed for people this age or above

AGE 50+ | AGE 55+ | AGE 60+ | AGE 65+

Minimum and maximum number of people who can live in property

1-1 | 1-2 | 1-3 | 2-3 | 2-4

Floor level of property, if flat or maisonette

G | 1 | 2 | 3 | 4

Number of bedrooms in the property

1 | 2 | 3 | 4

Pets allowed

Pets not allowed

Garden

How to express your interest in properties

Placing your bids on the SEARCH MOVES website

The quickest and easiest way to express an interest is through our website **www.searchmoves.org.uk** Instructions on screen will guide you through the bidding process. You will need to know your unique SEARCH MOVES reference number and your date of birth to log on.

On the website there is a listing of the current SEARCH MOVES property list. If there is a property you like you can place a bid on it. If you later change your mind, you can remove your expression of interest (as long as the advert cycle is still open). You can also view the history of your expressions of interest.

Placing your bid by text message

Action	Example
To begin expressing your interest:	
1 To begin making your bids:	Open a new text message
2 Enter in your Reference number via the keys:	ABC12345
3 Then followed immediately by a # hash mark:	ABC12345#
4 You should now enter the advert reference number of your 1st bid followed immediately by a # hash mark:	ABC12345#456#
If you have finished Bidding then send. If not keep following the instructions below.	
5 You should now enter the advert number of your 2nd bid followed immediately by a # hash mark:	ABC12345#456#491#
If you have finished Bidding then send. If not keep following the instructions below.	
6 You should now enter the advert reference number of your 3rd bid followed immediately by a # hash mark:	ABC12345#456#491#444#
7 Check your Reference number and bids are correct before sending:	
8 When you have entered all of your bids send your text message to:	"Send"
9 The number to send your bids to are:	07781 472726

- Please check with your mobile phone company what they charge for SMS texts.
- You can enter your bids in both upper and lower case.
- Check your reference number and bids are correct before sending.
- Please note that you will **not** receive a reply text message to confirm the bids you have made.

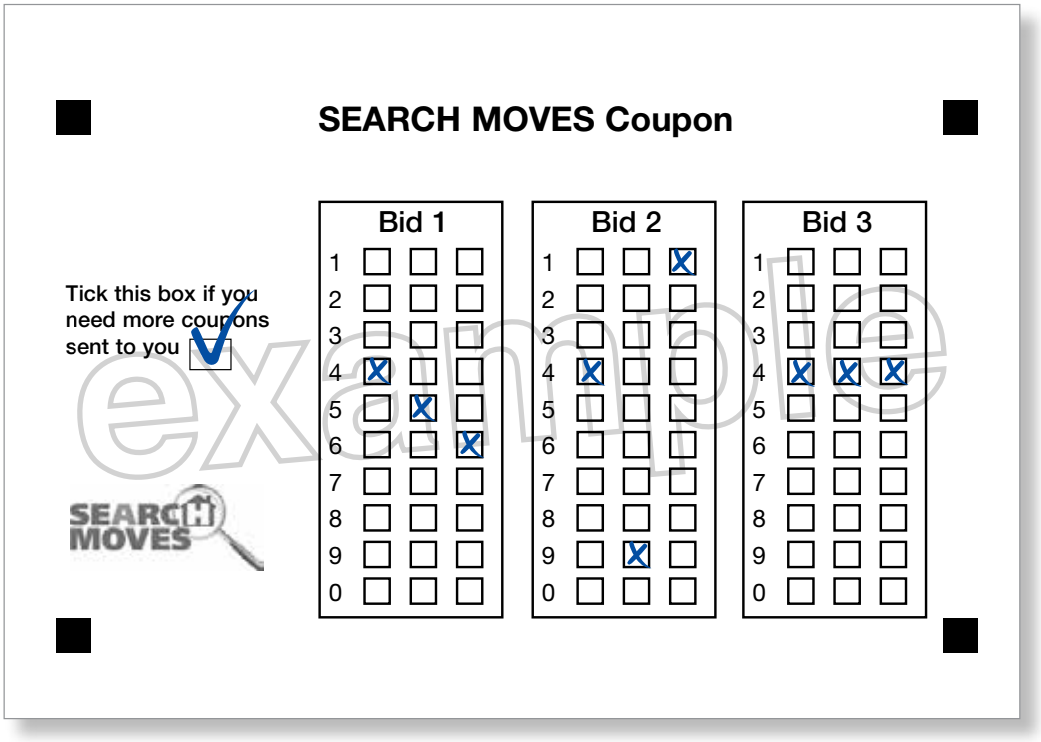
Placing your bid by telephone

1	To begin making your bids dial:	**0845 676 2111**
2	You will hear:	"Welcome to the SEARCH MOVES Property Line, If you are registered with a Council, press 1. If you are registered with a Housing Association press 2."
	1. Council **Press 01** for Spelthorne Borough Council **Press 02** for Elmbridge Borough Council	2. Housing Association **Press 01** for A2 Dominion Housing Group **Press 02** for Paragon
3	You will then hear:	"Please enter the number section of your Reference number."
4	You should now enter the numerical part of your SEARCH MOVES Reference number. Once you have entered the correct number you will hear:	"Thank you. Please enter the day number of your birth date." e.g. For 16/04/60 enter 16 or for 08/01/58 enter 08 (you must put a 0 before a single number)
5	You should now enter the day number of your date of birth. Once you have entered the correct number you will hear:	"Thank you. Please enter the Property Reference number for your first bid."
6	Once you have entered the 3 digit Property Reference number correctly you will hear:	"If you would like to add an additional bid press 1, or press the star key to complete your bidding."
7	If you have pressed one you will hear:	"Please enter the Property Reference number for your second bid, or press the star key to complete your bidding."
8	Once you have entered the second Property number correctly you will hear:	"Thank you. If you would like to add an additional bid press 1, or press the star key to complete your bidding."
9	If you have pressed one you will hear:	"Please enter the Property Reference number for your third bid, or press the star key to complete your bidding."
10	When you have finished bidding you will hear:	"Thank you. Thank you for calling the Search Moves property line."

If you have made errors you will hear some instructions as follows:

11	If you have made an error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is not recognised. Please try again."
12	If you have made a further error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is not found. Please check with your council or housing association and call again."
13	If you have made an error with your day number of your birth date, you will hear:	"I am sorry, the day of birth you have entered does not match the day of birth specified for your reference number. Please re-enter using your telephone now."
14	If you have placed a bid that is ineligible you will hear:	"I am sorry, you are not eligible to bid on that property. Please try again."

How to complete your SEARCH MOVES coupon



- Your coupon has your name and your SEARCH MOVES Reference number printed on it – please check that these details are correct.
- You can bid for up to three properties for each edition of the magazine.
- Each property will have a 3 digit reference number, shown in the property advert in the SEARCH MOVES property list.
- For example if you want to apply for the properties which have the reference number 456, 491, and 444, you should mark the coupon as shown in the example copy. You should put an **X** in the first column against the relevant first digit of the reference number.
- You should put an **X** in the second column against the relevant second digit of the reference number.
- You should put an **X** in the third column against the relevant third digit of the reference number.
- Please return your coupon by post. The address is already on the coupon, but you will need to put a stamp on it.
- If you need more coupons sent to you, please tick the more coupon box on the coupons.

Feedback

Understanding the Feedback Reports

In each edition of SEARCH MOVES there will be a Feedback page.

The Feedback contains information on lettings that have taken place since the previous edition. The Feedback is colour-coded in the same way as the adverts appearing in the magazine.

Freesheet Issue Date
This is the publication date of the Freesheet that the advert appeared in.

Advert Reference
Combined with the Freesheet issue date, this gives a unique identity to any advert appearing in the Freesheet and is used for bidding.

Size and Property Type
This is simply a description of the property advertised.

Location
This gives an indication of where the property is situated within partner boundaries.

Bids
This is the total number of bids that were made against the adverts by members at the close of bidding.

Letting Information
This is the status of the successful member who bid for the property.

Once a property has been let you will be able to see the approximate ranking of your bid on that shortlist on the Search Moves website. There is also summary feedback information on the Search Moves printed Freesheet.

Example of SEARCH MOVES Feedback Report

Property List Issue Date	Advert Reference	Size	Property Type	Location	Bids	LETTING INFORMATION		
						Band	Application Date	Application Type
Elmbridge Borough Council								
15 Apr 2014	59	2 bed	House	Agnes Scott Court, Palace Drive, Weybridge	163	B	22 Jul 2009	Homeseeker
08 Jul 2014	206	1 bed	Flat	Oakbank Avenue, Walton-on-Thames	74	C	04 Jun 2007	Homeseeker
08 Jul 2014	204	1 bed	Flat	Oakbank Avenue, Walton-on-Thames	97	C	14 Jan 2009	Homeseeker
08 Jul 2014	199	1 bed	Flat	Oakbank Avenue, Walton-on-Thames	114	C	18 Mar 2010	Homeseeker
08 Jul 2014	207	1 bed	Flat	Oakbank Avenue, Walton-on-Thames	61	C	27 Apr 2010	Homeseeker
08 Jul 2014	205	2 bed	Flat	Oakbank Avenue, Walton-on-Thames	80	B	20 Apr 2009	Homeseeker
08 Jul 2014	202	2 bed	Flat	Oakbank Avenue, Walton-on-Thames	84	B	24 Jul 2012	Homeseeker
08 Jul 2014	198	2 bed	Flat	Oakbank Avenue, Walton on Thames	112	B	01 Feb 2013	Homeseeker
05 Aug 2014	251	1 bed	Flat	Queens Court Ride, Cobham	146	A	01 Nov 2013	Homeseeker
Paragon Community Housing Group								
10 Jun 2014	153	2 bed	House	Coverts Road, Claygate	24	B	07 Apr 2010	Transfer
24 Jun 2014	173	2 bed	House	Cowley Crescent, Hersham	260	B	10 May 2013	Transfer
22 Jul 2014	220	2 bed	Flat	Lynde House, Vicarage Fields, Walton on Thames	51	B	23 Jan 2013	Homeseeker
Spelthorne Borough Council								
08 Jul 2014	213	1 bed	Flat	St Marys Close, Stanwell, Staines	46	C	12 Dec 2011	Homeseeker
08 Jul 2014	211	2 bed	House	Kenyngton Drive, Sunbury-on-Thames	247	A	06 Jun 2014	Homeseeker
22 Jul 2014	238	1 bed	House	Colne Reach, Stanwell Moor, Middlesex	49	A	20 Jan 2014	Transfer
22 Jul 2014	233	1 bed	Flat	Tudor Road, Ashford	100	C	28 Sep 2007	Transfer
22 Jul 2014	228	1 bed	Flat	Alexandra Court, Alexandra Road, Ashford	32	C	29 Jan 2009	Homeseeker
05 Aug 2014	255	2 bed	House	Lord Knyvetts Court, De Havilland Way, Stanwell, Middlesex	46	D	07 Oct 2013	Homeseeker

General Information

Deadline for placing a bid?

All bids must be placed before 12 noon on the closing date shown on the front page of the SEARCH MOVES website and on the Freesheet. If you are using coupons, remember to use a stamp and make sure you allow enough time for the post.

We will not consider any bids we receive after 12 noon on the closing date.

Need help to place a bid?

You can ask a friend, family member or support worker to place a bid on your behalf. Please contact your SEARCH MOVES partner if you need help placing a bid or advice about the process.

Contact details are on page 4

SEARCH MOVES website

The SEARCH MOVES website can be found at **www.searchmoves.org.uk**

You can use a computer for free access to our website in some of the SEARCH MOVES partners offices or in a library.

Libraries: To find your local library and it's opening hours please see **www.surreycc.gov.uk** or phone the **Surrey County Council Offices on 03456 009 009**

Telephone number for placing a bid?

The telephone number for placing a telephone bid is **0845 676 2111**

To place a bid by telephone, please follow the instructions given on the script or refer to page 13 of this guide.

Placing a bid by text message

The telephone number for placing a bid by text message is **07781 472726**

To place a bid by text (SMS), follow the instructions shown on page 12

Can I have the Search Moves property freesheet posted to me?

If you would like to receive a property freesheet by post the cost (non-refundable) is £15.00 for six months. You will need to do the following:

Write to Search Moves at the address below stating you name, Search Moves reference number (e.g. SPEL 77777) and address to send the property list to.

Send a cheque or postal order for £15.00 made payable to Locata Housing Services Ltd to:

Search Moves
PO Box 425
Ruislip
HA4 4FW

Locata Housing Services will contact you after 6 months to re-subscribe. Please notify Search Moves, PO Box 425 immediately of any change to your mailing address